



SHARED SERVICES CANADA
Invitation to Qualify
for the Procurement Process for
WORKPLACE TECHNOLOGY DEVICES (WTD)
PRINTING PRODUCTS
AMENDMENT # 006

ITQ Invitation No.	10047402/A	Date	August 3 rd , 2016
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Issuing Office	Shared Services Canada 180 Kent Street, 13 th Floor Ottawa, Ontario K1P 0B5		
Contracting Authority (The Contracting Authority is SSC's representative for all questions and comments about this document.)	Name	Hamid Mohammad	
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Closing Date and Time	2016/08/24 14:00 PM		
Time Zone	Eastern Daylight Time (EDT)		
Destination of Goods/Services	Not applicable – Pre-Qualification Process Only		
Email Address for Submitting your Response by the Closing Date	SSC.consultation-consultation.SPC@canada.ca		
Comment	This document contains a security requirement		



Amendment 006

THIS SOLICITATION AMENDMENT IS ISSUED TO:

1. Publish Canada's Responses to Respondents' Questions.

NOTE: Respondents' clarification questions are numerically sequenced upon arrival at SSC. Respondents are hereby advised that questions and answers for this solicitation may be issued via BuyandSell out of sequence.

1.

Respondent's Question 16	In reference to Attachment 4.1 – Section 1.1.6, p. 13 of 36 Respondents should demonstrate, for any of its clients in the Management Print Integration Services Client References and Client List Table and/or Managed Print Integration Services Contract List Table, its Expertise Strategy and Methodology in each the following 5 Print Program Management areas. Please further define and clarify what is meant by “demonstrate”.
Canada's Response to Question 16	Please refer to 3.2.1 b) Technical Response. For each of the five Print Program Management areas in MPIS-R4, using 1 client or 1 client per Print Program Management area, Respondents should provide in their response, evidence demonstrating how they applied its Expertise, Strategy and Methodology. In order to demonstrate its Expertise, Strategy and Methodology, evidence could include (but is not limited to) a project description from the client contract along with and explanation of the work completed and relevant samples of operational procedures, process flows, diagrams, documented processes, tools, certifications, reports, user guides and screenshots. The level of understanding demonstrated will be evaluated in accordance with the grid at Appendix G.
Respondent's Question 17	In reference to Attachment 4.1 – Section 1.1.6, p. 13 of 36 Please clarify, if the response to this section is from the perspective of the Respondent or that of the Client.
Canada's Response to Question 17	The response to this section is from the perspective of the Respondent.
Respondent's Question 18	In reference to Attachment 4.1, Section 1.2.4, pg. 20 of 36 “If SSC does not receive the Certificate of Performance – Overall Satisfaction Rating directly from Respondent's clients prior to ITQ closing, the Contracting Authority will approach the Respondent's client(s) in writing at the email address supplied by the Respondent and will be given 5 working days to respond. Respondents' clients will only be provided with this opportunity once for each Client Reference. If the response is still not forthcoming, the Respondent will be deemed non-compliant” Q1: To further assist Canada in the receipt of Certificates, it would be beneficial if Respondents received confirmation of receipt for those clients whom have sent/emailed their Certificates to Canada. This way Respondents can follow-up



	with their clients prior to the closing for Certificate submission.
Canada's Response to Question 18	Canada will not send confirmation upon receipt of Certificates from Respondents' clients.
Respondent's Question 19	<p>In reference Attachment 4.1 – Section 1.1.7, p. 14 of 36 Respondent should provide, for any of its clients in the Managed Print Integration Services Client References and Client List Table and/or Managed Print Integration Services Contract List Table, an overview of its experience with implemented Security Measures in the following four areas:</p> <ul style="list-style-type: none"> a) Device Security b) Information Security c) Network Security including Logging, Monitoring and Audit d) Security Assessment and Authorization processes <p>Please further define and clarify what, for each of the four (4) areas (a) through (d) means or provide examples.</p>
Canada's Response to Question 19	Respondents should provide in their response, evidence demonstrating their experience of implementing Security Measures in specific areas as stated in section 1.1.7. Evidence could include (but is not limited to) a project description from the client contract along with and explanation of the work completed and relevant samples of operational procedures, process flows, diagrams, documented processes, tools, certifications, reports, user guides, screenshots and product security technical sheets. This evidence should be provided for each of elements a), b), c) and d) of section 1.1.7. The level of understanding demonstrated will be evaluated in accordance with the grid at Appendix G.
Respondent's Question 20	<p>In reference to Attachment 4.1 – Appendix A.1, p. 27 of 36 Provide Sufficient Contract details to Substantiate Mandatory and Rated Criteria.</p> <p>Please further clarify what SSC means by "Sufficient Contract details". The examples provided in the table, column 1, it list "Public Sector" and "Private Sector", is the requirement for Respondents to group the customers, name them, and group them Public vs. Private?</p>
Canada's Response to Question 20	<p>a. Please refer to 3.2.1 b) Technical Response.</p> <p>b. As per the example provided on the Attachment 4.1 – Appendix A.1, p. 27 of 36, basic details of the contracts such as the client, the start and end dates, number of Managed Print Devices can be provided. This is just an example. Over and above Respondents must substantiate they have met the Mandatory Requirements and should demonstrate their understanding of the Rated requirements contained in this ITQ, and explain how they will meet these requirements.</p>
Respondent's Question 24	Pg. 21 of 55, 4.2 Section D.2: SSC states that "Canada will send all e-mail reference check requests to 2 Respondent's clients that Canada randomly selected for each Respondent". Can SSC clarify how it will make this selection random?



Canada's Response to Question 24	Canada may use a simple random number generator like RANDBETWEEN function in Microsoft Excel to ensure no bias and client references have equal chances of being selected.
Respondent's Question 25	Pg. 21 of 55, 4.2 Section D.2: Will SSC advise the Respondent of which clients were selected to provide reference checks at the same time that the client is contacted? This would allow the Respondent to help ensure that the client responds in a timely manner.
Canada's Response to Question 25	For these references, Canada will not advise the Respondent of which clients were selected to provide reference.
Respondent's Question 26	Pg. 23 of 55, Section 4.3: Given how SSC has defined subcontractors in section 4.6.3.3, can you confirm that subcontractors to subcontractors must meet the security requirements in section 4.3? (i.e. a subcontractor to a subcontractor that is delivering that equipment or installing or servicing/supporting the equipment)
Canada's Response to Question 26	See Canada's response to Q14 of amendment 005
Respondent's Question 27	Pg. 4 of 6, Security Classification Guide, Table 1: The requirement for Secret Clearance for all contractor warehouse personnel, all Support and Service Desk personnel, and all Contractor personnel involved in the design phase of the project will be challenging for most vendors given the complex nature of the supply chain in the Managed Print Service industry. Would SSC consider reducing the requirement to Reliability Status for contractor warehouse personnel and Support and Service Desk personnel? Attaining this level of Security Clearance could require the creation of a separate Supply Chain and Service Desk for the Government of Canada which will increase costs.
Canada's Response to Question 27	For the purposes of this ITQ, the SRCL and the Guide is a draft document and is subject to change during subsequent stages.
Respondent's Question 28	Pg. 6 of 6, RCMP RELIABILITY STATUS (RRS) PROTECTED DATA DEFINITION: Can SSC clarify if by "Security Operations Center" and "Operations Center" it is referring to the Contractor's SOC and OC or the Government of Canada's SOC and OC.
Canada's Response to Question 28	For the purposes of this ITQ, the SRCL and the Guide is a draft document and is subject to change during subsequent stages. For The Security Operations Center (SOC), Canada is referring to The Government of Canada's SOC. For the Operations Center (OC), Canada is referring to the Contractor's OC.
Respondent's Question 29	Page 13 of 36, MPIS-R4: Can SSC confirm that the examples given for each of the 5 Program Management areas can be from different projects/references?
Canada's Response to Question 29	As per the criteria, "...for any of its clients in the Managed Print Integration Services Client References and Client List Table and/or Managed Print Integration Services Contract List Table..", Canada will accept that the examples given for each of the 5 Program Management areas can be from different projects/references. However, multiple references cannot be used to support one, maximum 1 client reference per program area.



Respondent's Question 30	Page 14 of 36, MPIS-R5: Can SSC confirm that the examples given for each of the 4 Security Measures areas can be from different projects/references?
Canada's Response to Question 30	As per the criteria, "...for any of its clients in the Managed Print Integration Services Client References and Client List Table and/or Managed Print Integration Services Contract List Table..", Canada will accept that the examples given for each of the 4 Security Measures areas can be from different projects/references. However, multiple references cannot be used to support one (e.g. maximum one client reference per program area).
Respondent's Question 32	Page 15 of 36, MPIS-R6: Can SSC confirm that the examples given for each of the 4 Print Operations areas can be from different projects/references?
Canada's Response to Question 32	As per the criteria, "...for any of its clients in the Managed Print Integration Services Client References and Client List Table and/or Managed Print Integration Services Contract List Table..", Canada will accept that the examples given for each of the 4 Print Operations areas can be from different projects/references. However, multiple references cannot be used to support one (e.g. maximum one client reference per program area).
Respondent's Question 35	Page 24 of 36, PS-R5: Can SSC confirm that the examples given for each of the 6 areas of expertise can be from different projects/references?
Canada's Response to Question 35	As per the criteria, "...for any of its clients in the Managed Print Integration Services Client References and Client List Table and/or Managed Print Integration Services Contract List Table..", Canada will accept that the examples given for each of the 6 areas expertise can be from different projects/references. However, multiple references cannot be used to support one (e.g. maximum one client reference per program area).

ALL TERMS AND CONDITIONS OF THIS SOLICITATION
REMAIN UNCHANGED.

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Following is a summary of Attachments/Amendments issued to date to this solicitation:

Document Tracking	Distribution	Date	Description
Solicitation Documents	Buy and Sell	2016/07/06	Original Invitation to qualify
Amendment No. 001	Buy and Sell	2016/07/15	Canada's Response to Question # 1, 2, 7 Non PDF Electronic Attachment: ITQ Forms 1 and 2, and Attachment 4.1 – Appendix C & Appendix E
Amendment No. 002	Buy and Sell	2016/07/18	Canada's Response to Question # 8, 9



Document Tracking	Distribution	Date	Description
			Non PDF Electronic Attachment 4.1 – Appendix A, A1, B & B1
Amendment No. 003	Buy and Sell	2016/07/20	Canada's Response to Question # 3, 4, 5, 6
Amendment No. 004	Buy and Sell	2016/07/25	Canada's Response to Question # 10, 12, 13, 15, 21, 23
Amendment No. 005	Buy and Sell	2016/08/01	Canada's Response to Question # 11, 14
Amendment No. 006	Buy and Sell	2016/08/03	Canada's Response to Question # 16, 17, 18, 19, 20, 24, 25, 26, 27, 28, 29, 30, 32, 35